

# **Iowa Veterans Home**

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**Since 1887**

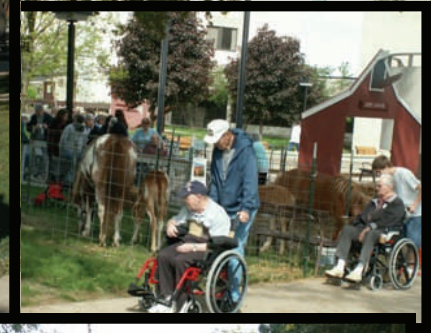


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**Fiscal Year 2006 Annual Report**



# A Caring Environment



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# Commandant Steen



What an honor it has been to serve the veterans, their spouses, and all members of the Iowa Veterans Home (IVH) Community my second year as Commandant. The continued success of IVH is due to the outstanding staff who always place the residents first. We are grateful to our staff for their dedication and to our residents for their commitment to protect our freedoms. IVH will continue to follow our motto "Iowa Forgets Not the Defenders of the Union."

IVH staff continuously develop new programs to meet the changing needs of our residents. Two new programs include the Life Skills Unit and the Community Re-entry Program. The Life Skills Unit, a remodeled nursing unit that opened in June, is designed for residents with significant mental health problems or substance abuse disorders. The intent of the unit is to care for residents at IVH instead of transferring them to psychiatric facilities. Daily instructions are held to focus on resident's behavior.

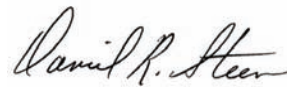
Many incoming residents are younger veterans with a potential to live outside the facility. To accommodate needs of the higher functioning resident population, a two-phase Community Re-entry Program was developed. Phase 1, *Living in Balance*, is a 9-week educational program designed to instruct residents in 33 different areas. Some of the topics include anger management, substance use, wellness and family matters. Phase 2, of the program, *Community Re-entry*, supports the residents with employment opportunities and provides money management assistance. Residents are offered support up to one year after completing the program.

# Commandant Steen

IVH will continue to expand its role as a vital asset to the state government and the veterans who reside in Iowa. We have already taken innovative steps to provide services to meet a broad range of veterans' needs. National trends in long-term healthcare are changing. The trends include a shift from an institutional environment to a home-like setting, often referred to as resident centered care. This change will move IVH to a new level of care and resident satisfaction. Resident centered care will benefit each resident and their family and every employee of our facility. IVH is in the beginning stages of the culture change required to lead us to resident-centered care. It is the long-term vision I have for the IVH Community.

The words and pictures you are about to read and look at will only begin to show the care, compassion, spirituality and joys at IVH. I invite you to visit us so that we may take you on a tour. I hope you will take a moment to review the fiscal year 2006 Annual Report. The report showcases many of our significant accomplishments, care programs and exhibits financial information.

Sincerely,



Daniel R. Steen

## **M**ission

***"Caring—Our Only Reason for Being"***

## **V**ision

***"A partnership in service and care"***

## **V**alues

- **Community**
- **Compassion**
- **Accountability**
- **Respect**
- **Reverence**
- **Integrity**
- **Nurturing**
- **Growing**

# Residents & Families

**I like it here at IVH. I get along with everyone and go wherever I want to go. I ride my mobie all over town and go to all the garage sales I want.**

**Kenny Hobbs,  
Resident**

**I like the good care I receive. I was pleased with the quick response when I fell in my room. During my 5 1/2 years here I ended up meeting my sole mate. I encourage everyone who is eligible to come and live at the IVH.**

**Lois Shearer,  
Resident**

To everyone at the Iowa Veterans Home,

“Words cannot possibly express our thanks for everything you did for our mother. The last few years of her life were greatly enriched by the efforts of each and every one of the fine folks at the Iowa Veterans Home. You will never know what it meant to the family to know what a difference you made in her quality of life. She was in such good hands and care. There was always a sense of great comfort knowing she had so many friends helping her in any way they could. We will never for a second, regret her enjoying the last part of her life at your wonderful facility....”

*Suzanne VanZandt and Judy Francis, family members*

Dear Iowa Veterans Home,

“I would like to give you, from all of my family, our sincere thank you for caring for our father. Our father was in such good hands when we left him with you. Every time I visited my dad, I could see how much my father meant to all the staff who cared for him. I use to get such a kick out of some of the staff who used to call my dad, the President, since they thought he looked like George Bush. I know that many staff members used to get such a laugh out of my dad when he would come back with his quick one-liners. I know that he will be deeply missed by many who cared for him. Thank you for the card and plant, but most of all, thank you so very much for being part of my father’s life the last few years he was alive.”

*Patrick J. Burke, family member*

# Admission to IVH

Applications for admission to IVH can be obtained by contacting the County Commissioner of Veterans Affairs (located in each Iowa county). If you need assistance, contact IVH by calling 800-645-4591 or 641-753-4325.

## Admission Requirements

- Veterans must be honorably discharged and eligible for care at Department of Veterans Affairs Medical Centers.
- Spouses of veterans are eligible if admitted with or after the veteran has been admitted to IVH. Widowed spouses of honorably discharged veterans are also eligible. A couple has to be married for at least one year.
- All individuals must meet residency requirements of the State of Iowa and should have a current physical exam, including lab and radiology results.
- Applications are completed through the County Commissioner of Veterans Affairs in the applicant's county of residence.

## Completed Applications

- Received, date-stamped, and processed for review by the Admissions Committee.
- The Admissions Committee determines the applicant's needs and the level of care required.
- If beds are not immediately available, the applicant's name is placed on the appropriate waiting list.
- When a bed becomes available, admissions are scheduled in the order applications have been received.

**I**n Fiscal Year 2006 IVH had 186 new resident admissions.

**I**n Fiscal Year 2006 the IVH admitted 31 veterans that came from the homeless shelters or the VA homeless program.

**M**ost residents hear about the IVH through the federal Veterans Administration.



# New Initiatives

## **K**aizen at IVH

- *Continuous improvement efforts include embracing Kaizen Methodology*
- *Kaizen means “good change”*
- *Kaizen methodology is a rapid change approach aimed at streamlining and standardizing processes.*

## **T**imeSlips

*A creative storytelling project is offered to those with Alzheimer's Disease or dementia. This is an opportunity for residents to have fun while telling and creating stories.*

### **Resident Centered Care (RCC)**

Trends in healthcare settings are changing from institutionalized care approaches to more personalized resident-directed care settings. This means care is centered on the pattern of life the individual enjoyed before entering a long-term care facility. RCC focuses on the resident's needs, experiences, values and history when determining the type of care the resident needs. The highest level of RCC facilities provide small living units with a homelike atmosphere. IVH is in the educational and investigational phase of becoming more of a resident centered care facility.

### **Life Skills Unit**

In early June, IVH embarked on a new endeavor. We have established a unit with a daily program for residents with significant mental health disorders, including substance abuse issues. The intent is to provide a more structured environment for residents with behavioral problems and to reduce the number of psychiatric hospitalizations. The Life Skills Unit has 13 beds, with one bed designated for observation (temporary placement for a resident requiring closer monitoring).

### **Electronic Health Record**

A major initiative is underway to move the resident health information records from a paper copy to an electronic format. A team has reviewed several long-term care software packages. Plans are to have a new system implemented by March 2007. In addition to health information, the acquired software will integrate resident financial, pharmacy, laboratory and dietary data.



# New Initiatives

## Service of Farewell and Blessing

The IVH Chaplains introduced a new initiative to recognize, honor and say farewell to a resident after his or her death. Family, residents and staff recognize the death in a short program called “A Service of Farewell.”

The primary components of the farewell and blessing ceremony include a covering, either a flag or quilt, and a Service of Farewell. This service might include either a moment of silence or a prayer and blessing. Resident preferences and wishes are honored. The response to the ceremony has been overwhelmingly positive from those who have participated in these services.

## Bariatric Issues

IVH continues to place emphasis on healthy food and lifestyle choices for both residents and staff. A review is underway on food offerings, availability of healthy food choices, and exercise options. Efforts include educating residents and staff on links between overeating, inactivity, and disease, such as diabetes and heart conditions. A workgroup is looking into enhancing therapeutic activity and exercise for residents. The Wellness Committee offers staff incentives each year for increasing activity and making healthier lifestyle choices.

## Dental Care

Added emphasis has been placed on dental treatments for residents. The aim is to assist residents to improve dental hygiene. Education and demonstrations on brushing, flossing and screenings for oral cancers are offered.

## **G**EMS

- *IVH participates as a member of Grant Enterprise Management System, a trial statewide database project.*
- *GEMS provides a chance for IVH to always be “grant ready.”*
- *GEMS provides IVH a greater opportunity to know what grants are available that match our mission.*
- *GEMS provides an opportunity to partner with other agencies or communities within the state.*
- *IVH voluntarily participates in this trial project.*

# IVH Story

**O**ver 119 years serving as a refuge for Iowa's veterans and spouses.

**F**ounded under the motto "Iowa Forgets Not the Defenders of the Union."

**I**VH has advanced both in healthcare programming and in physical growth during its long history.

The facility consists of five main buildings located on the beautifully landscaped 157 acres.

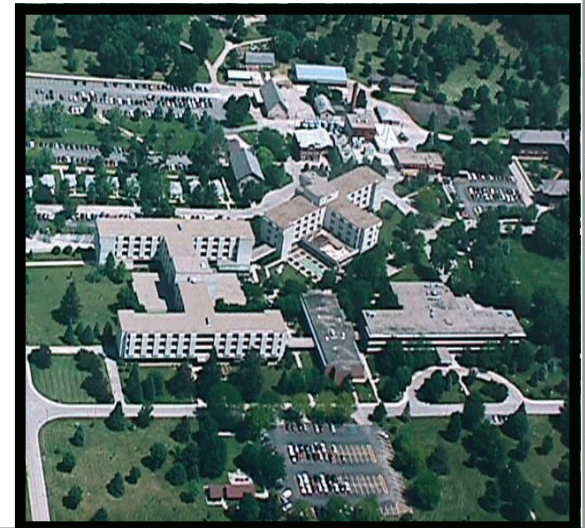
**Heinz Hall Building** was constructed in 1898. Residents who are able to care for most of their own needs live in the domiciliary.

**Sheeler Building** was built in 1960. Sheeler houses the administrative offices, two floors of nursing care, and a dementia unit.

**Loftus Building** was constructed in 1969. The Alzheimers/dementia unit and one floor of nursing care are located in Loftus.

**Malloy Hall** was built in 1978. On the first floor there are the Chapel, Library, Atha Dining Hall, Arts and Crafts Centers, Rehabilitation Services Office, Leisure Resource Centers, and Gift Shop areas. The top three floors are nursing units.

**Dack Care Facility** was dedicated in 1981. The Nursing Administration and Resident and Family Services are located on the first floor. The top three floors are nursing units.



# Nursing Services

The dedicated and caring nursing staff is comprised of Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Nursing Unit Coordinators, Resident Aides, and Nutritional Assistants. Each resident has a primary nurse, responsible for developing an individualized plan of care based on specific resident's needs. Each unit has an experienced RN serving as Nurse Manager. Staff receive special orientation and on-going training to ensure holistic resident care.

## **Specialized Nursing Services**

- Wound and Skin Care for all types skin and wound conditions
- Alzheimer's/Dementia Care
- Mental Health Care
- Pain Management
- Medication Management
- Rehabilitation Care
- Disease specific conditions
- Palliative Care
- Hospice
- IV Therapy, Tracheotomy Care and Tube Feedings

Nursing Services uses a Functional Nursing Care Delivery system. The system means that the Primary Registered Nurse is the team leader and the Licensed Practical Nurses and Nursing Assistants perform such activities as bathing, feeding and other nurse aides duties. This approach ensures the best possible care for the resident.

**I** VH is developing a **Diabetes Management Program**. **Diabetes is the third chronic disease in the U.S.** The program assists residents with management of the disease.

**A**ll employees were trained on fall prevention, aggressive behavior and resident rights in FY06.

**N**ursing places pain management as a high priority for residents. New tools are in use to assess and monitor pain.

# Domiciliary Living

**F**our Heinz Hall residents participated in the Community Re-entry Program in FY06.

**O**ver the past fiscal year, the daily census in Heinz Hall has risen to an average of 104. This average is an annual increase of 13.

**F**our utility worker positions have been created and are available for the Community Re-entry participants.

## Residential Living

Heinz Hall is licensed for residential care and currently has 113 veterans and spouses residing there. Residents' ages range from 33 to 91 years of age (84 of the 113 residents are 65 or younger). The majority of new applicants to Heinz Hall fit this demographic profile as well. Many of the Heinz Hall residents have the potential for years of productive living outside of IVH.

Responding to changes in veteran population, new programming has been designed. In January 2007, this two-phase program will be implemented to assist veterans in gaining employment and returning to the community.

Phase 1 is a 9-week Day Program, referred to as *Living in Balance*. The core curriculum is comprised of 33 topics that address substance abuse, anger management, grief, and physical wellness issues. In addition to these core topics, areas such as planning for leisure activities, life skills, money management and others are addressed. The purpose of these classes is to prepare residents for a transition to Phase 2, the *Community Re-entry Program*.

Community Re-entry is a structured program that supports residents with employment opportunities, helps them earn money to use when they return to their communities, and supports them for up to one year post-discharge.

Although the program is based in Heinz Hall, the opportunity is available to all qualified IVH residents. Staff campus-wide assist with the program.





# Medical Services

Medical Services Department includes medical care, psychiatry and psychology services, optometry, dermatology, dentistry, laboratory, radiology, respiratory care, clinical records system, rehabilitation clinics and services, recreation, clinical nutrition and the pharmacy. Rehabilitation services include speech and audiology, physical and occupational therapies and wheelchair services.

## **Medical Clinic**

In November 2005 a new medical clinic was opened after construction was completed. The clinic is designed like a community clinic with scheduled appointments. The clinic offers a more private setting for assessment and treatment of residents. Medical providers visit residents on their unit when necessary. The medical clinic houses respiratory rehabilitation, wound and skin clinics, and contract medical services.

## **Audiology**

Over 145 residents wear hearing aids and IVH has a full-time Audiologist on staff. The American Legion of Iowa Foundation funded a grant proposal for a new portable audiometer. This equipment allows the Audiologist to go to the resident for hearing examinations when the resident cannot get to the Audiology Department. An "induction loop" system was installed in the Chapel to enhance hearing clarity for residents who wear hearing aids.

## **Pharmacy**

The Pharmacy has purchased a new medication dispensing system that can be best described as "bubble packs." This system allows dispensing of medications more efficiently. The Pharmacy worked through the new Medicare Part D billing system for reimbursements during the fiscal year 2006.

**S**ixty-six percent of the nursing care residents are assigned a wheelchair.

**M**edical Services is staffed with five full-time Primary Care Providers and evening contract physicians.

**R**esidents do not need to travel for laboratory and radiology services; these services are located on campus.

# Nutritional Services

**F**ood Services Department provides 2,100 meals each day. This equates to 766,500 meals per year.

**D**ietitians serve as a resource to the entire agency for food and nutritional concerns.

**F**ood Services supplies food for over 700 special events held at IVH each year.

The Food Services Department employs 100 employees, and cover a 15 hour day, 7 days per week. Cooking begins at 4:30 a.m. each day, with final clean-up at 7:20 p.m.

IVH employs nine dietitians who are core members of the healthcare team. Dietitians provide nutritional care using the Nutrition Care Process, which includes four steps: nutrition assessment—data gathering; nutrition diagnosis—identify/label concerns; nutrition intervention—plan in place; nutrition monitoring and evaluation—the follow up. At the heart of this process is the relationship between the resident and the Registered Dietitian. Residents are counseled to make healthy food choices.

Approximately 1,100 trays are prepared daily and delivered to the nursing units. Trays provide meals for residents who wish to eat on their unit.

Daily, approximately 1,000 meals are served in the Atha Dining Hall. Staff provide assistance to many residents who have special needs. Residents go through the line and choose the food they prefer. Regularly, there is a minimum of two choices for the main entree and a vegetable selection. Desserts, gelatins, cottage cheese, and a salad are provided for lunch and supper.

On special request, staff prepare individual nourishments and snacks for residents. These items are delivered to the nursing units and domiciliary.



# Rehabilitation Department

Rehabilitation Services provide residents with many opportunities to be active and participate in individual or group activities. Residents are offered an opportunity to participate in the paid incentive therapy program. Other therapy programs include physical, occupational, speech and audiology. All residents are given an annual hearing screening and are assisted with hearing aids. Wheelchairs and power mobility devices are utilized by over 60% of the resident population. Maintenance and evaluation of all wheelchairs are performed to ensure resident safety and the most appropriate device selection for each resident.

**The following numbers are FY06 monthly averages:**

- 400+ activities are offered to residents
- 98% of the residents participate in recreational activities
- 188 residents participate in the paid incentive therapy program
- 2,200 physical therapy treatments are given
- 250 residents receive occupational therapy
- 144 residents use hearing aids

One of the reasons IVH can offer outstanding care and services is the large number of volunteers who donate time every day at IVH. In Fiscal Year 2006, volunteers donated almost 27,000 hours of service to IVH residents. This equates to approximately 13 full-time employees.

**A**verage sales in the Gift Shop per month is \$4,700. Items sold are hand-crafted by residents.

**R**esidents have more opportunities for trips off grounds due to the purchase of an additional recreation bus. (Pictured below)

**A**nnual mileage for the recreational bus is almost 16,000.



# Resident & Family Services

**I** *VH Chaplains hold an average of 189 spiritual events each month.*

**T** *he “Stars and Stripes” is an informative newspaper published by residents on a monthly basis.*

**P** *lease read about the new service of “Farewell and Blessing” created by Chaplains as a memorial after a resident passes away. (See page 5)*

Resident and Family Services primary function is to provide assistance to residents and their families. Not only do all residents have a social worker assigned to them, but they also have access to the services of four chaplains and three drug abuse counselors.

Social Workers are important members of the interdisciplinary care team assembled for each resident. Social Workers discuss the care planning process with residents and their families and invite families to participate in the process. Social Workers also provide ongoing case management, direct service, information, and referrals to residents and their families.

Living in a long-term care facility is quite an adjustment, and Social Workers and Chaplains serve as advocates for residents to assist them with the transition to IVH. Also, Social Workers offer direct counseling for coping with daily living, dealing with losses, relationship problems, conflict resolution, contacting family or friends, or planning a home visit. Social Workers help with financial matters, resident's rights issues, and confidential matters.

The Veterans Memorial Chapel is used to conduct worship services, and residents, families, and friends are always welcome to use the Chapel for personal prayer and meditation. For spiritual care, Chaplains provide religious instruction and unit visits. If needed, Chaplains provide pastoral counseling. Chaplains conduct memorial services for residents who have passed away while living at IVH. They will also conduct weddings for residents.





# Employee Services

The Employee Services Department is comprised of three functional areas: Staff Development and Training, Employee Health and Wellness, and Personnel/Payroll/Benefit Administration. Employee Services provides assistance and services to the 799 full-time and 111 part-time employees that make up the IVH workforce.

## Staff Development and Training

IVH is committed to having a highly-skilled workforce and offers educational opportunities to staff on a wide variety of topics. To support this commitment, training funds are allocated to each department. 276 educational sessions were held on campus during FY06, and 533 staff attended off-campus training sessions. The total number of hours of staff training during FY06 was 25,348.

IVH is affiliated with the American Red Cross for CPR training. All staff are given an opportunity to be trained in CPR. CPR training begins at the New Employee Orientation and is continued through annual employee training.

## Employee Health and Wellness

IVH takes a proactive approach to employee wellness. The Wellness Committee creates opportunities each year for employees to adopt healthy behaviors. This self-funded committee has raised enough funds to fully equip a fitness room, which is available for use on a 24/7 basis. Other programs offered to staff include: Weight Watchers at Work, reimbursements of entry fees in community-sponsored events such as the Oktoberfest 5/10K Walk, Community YMCA Indoor Triathlon and Iowa Valley's Leadership Run for Service. Additionally, Freedom from Smoking Clinics are available if requested by staff.

**I** VH employs 4 percent of the state of Iowa workforce. The average length of employment at IVH is over 11 years.

**T** he average age of employees is 45 years.

**T** he annual turnover rate is below 9%. National surveys indicate an average of 40% to 100% turnover rate in long-term care.



# Facility Improvements

## **U** pcoming Improvements:

- *Expand the resident finance area in the Admissions Office. This will give residents more privacy while discussing financial matters.*
- *The selection process for architects is completed for the Dack Dayroom Additions.*
- *Two cottages will be converted to become handicapped accessible.*

### **Resident Nurse Call System**

The resident nurse call system was upgraded on six nursing units. All units now share the same technology. The nurse call system ensures residents receive attention when they push the button located in their room. Because the Maintenance Department staff replaced the wiring and upgraded the technology, the new systems operate efficiently and reliably.

### **Kopper Kettle**

Residents like to gather in the Kopper Kettle to enjoy many activities such as a group luncheon, a group coffee, or cooking a favorite recipe. The Bowler's for Veterans funded a grant request, and the IVH Maintenance Department was able to remodel the Kopper Kettle. After remodeling, the room became a more pleasing environment for resident activities. Remodeling efforts included new appliances, cupboards, flooring, lighting, crown molding, chair rails and paint.

### **Outside Accomplishments**

New ADA compliant sidewalks were installed this summer so residents in wheelchairs can get closer to the Little League Baseball Diamond for the games.

Due to a generous donation of six beautiful bronze statues of children, an outside flower garden was created in the Malloy Courtyard. The ingenuity of the IVH Maintenance Crew created a favorite spot for those who live, work or visit the Iowa Veterans Home.



# Performance Improvement

To ensure quality improvement is a priority at IVH, a Performance Improvement (PI) Department was established. PI collects and monitors agency data and facilitates communication. The Department also includes the Safety Officer and Regulatory Compliance Officer.

IVH's philosophy is to listen and learn from residents and employees; therefore, each group is surveyed annually and the results of the surveys help drive IVH improvement efforts. In calendar year 2005 residents indicated a 90% satisfaction rate. Employees are now offered the survey at their annual in-service training.

The Environment of Care (Safety) Committee's goals are to provide a safe, functional, and supportive environment for all residents, staff, family members and visitors. This committee helped to lower the lost work day incident rate from 3.3 in 2004 to 2.4 in 2005. (National average for nursing facilities is 5.7) Two major disaster drills were held to test staff response. Safety training was attended by all employees.

IVH is one of four state agencies targeted to incorporate the Kaizen Methodology. Kaizen carries long-term benefits to an agency, for example, opening lines of communication, breaking down departmental barriers, enhancing relationships with stakeholders, an engaged workforce, and the ability to focus on activities critical to the mission. The Kaizen process includes implementation phases within one week.

Results of the two Kaizen Events in FY06:

- Number of steps in the medical appointment process were reduced by 66%
- Number of steps in the Maintenance work order process were reduced by 62%

**T**he IVH Performance Plan measures can be found on pages 18 and 19.

**A**n avenue for resident and employee participation is the Quality Council. The Council aims to improve the living and working conditions at IVH. Both residents and employees are invited to participate.

**A** Canteen Team was awarded a "2006 Honorable Mention Golden Dome Team Award" for their work at the IVH Canteen.

# Performance Measures

**I**ncrease the number of individuals who live in the IVH domiciliary

- Target: 90
- Actual: 104

**N**ew employees are involved in a mentoring program

- Target: 50%
- Actual: 61%

**I**VH will be at or below the state average for quality indicators

- Target: 80%
- Actual: 72.8%

**I**ncrease the number of telemedicine appointments

- Target: 51
- Actual: 4

The IVH Performance Plan includes measures that continually guide the Agency toward providing the best possible care for Iowa veterans and their spouses or widows. Performance goals and results for the fiscal year 2006 are presented on pages 16 and 17.

Reduce the percentage of residents with pain

- Target: 7%
- Actual: 8.3%

Increase the percentage of residents served in the new Medical Clinic

- Target: 70%
- Actual: 72%

Reduce the waiting list for admission to the Alzheimer/Dementia units

- Target: 2
- Actual: 0

Reduce the number of residents transferred out monthly for hospitalization

- Target: 3
- Actual: 4

Reduce the percentage of residents with falls

- Target: 6%
- Actual: 6.3%



# Performance Measures

Increase the nursing bed census

- Target: 630
- Actual: 596

Increase the number of residents who participate in the Community Re-Entry Program

- Target: 5
- Actual: 4

Increase percentage of dollars billed that will be collected

- Target: 99%
- Actual: 99%

Increase percentage of hot food offerings that meet resident's temperature expectations

- Target: 95%
- Actual: 99%

Increase percentage of emergency work orders completed within 24 hours

- Target: 95%
- Actual: 93%

Increase percentage of housekeeping work orders completed within 48 hours

- Target: 90%
- Actual: 99%

**I**ncrease non-core training for employees

- Target: 487
- Actual: 506

**I**ncrease the number of admission applications

- Target: 310
- Actual: 283

**P**ercentage of grant applications funded

- Target: 50%
- Actual: 60%

**I**ncrease the number of admissions to IVH

- Target 215
- Actual 186

# Financials

**To supplement residents' income, IVH offers incentive therapy jobs. Residents can be found performing a variety of duties within the perimeters of incentive therapy positions.**

- **Residents are paid minimum wage for incentive therapy positions.**
- **Nursing care residents can keep \$65 and Domiciliary residents can keep \$125 of their earnings each month.**

For resident convenience, IVH offers on-site banking services. Residents can deposit and withdraw funds. If assistance is needed or requested, IVH staff will pay resident bills. Residents receive monthly statements of all their banking transactions.

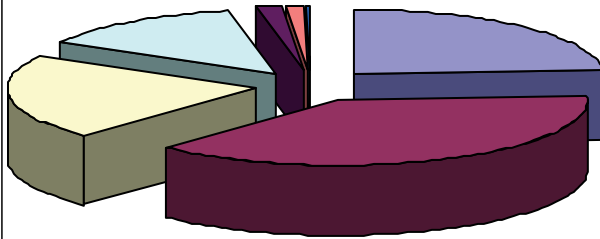
Business staff assist residents to enroll in all programs that residents are eligible for at the state or federal level. Based on these entitlements, residents are billed according to their ability to pay. The first \$120 of each resident's income is kept to be used by the resident for his/her own needs or wants. Additional benefits, for example, canteen books, are offered to indigent residents.

## EXPENDITURES:

|                                 |                    |
|---------------------------------|--------------------|
| Personnel Services              | \$50,527,574       |
| Professional & Outside Services | \$ 3,164,010       |
| Drug Costs                      | \$ 2,108,069       |
| Equipment (Purchased & Leased)  | \$ 2,619,459       |
| Food                            | \$ 1,344,538       |
| Utilities                       | \$ 1,483,038       |
| Workers Compensation            | \$ 531,988         |
| Other Supplies                  | \$ 560,630         |
| Medical Supplies                | \$ 909,830         |
| Equipment Maintenance & Repairs | \$ 513,259         |
| IntraState Reimbursements       | \$ 544,406         |
| Travel & Vehicle Depreciation   | \$ 224,210         |
| Miscellaneous                   | \$ 134,298         |
| Equipment Rentals               | \$ 110,614         |
| Communications                  | \$ 105,914         |
| Total Expenditures              | <hr/> \$64,881,837 |

# Financials

## REVENUE SOURCES FISCAL YEAR 2006



|                           |       |
|---------------------------|-------|
| STATE APPROPRIATION       | 23.8% |
| MEDICAID                  | 38.3% |
| DEPT. OF VETERANS AFFAIRS | 21.3% |
| RESIDENT SUPPORT & CF     | 13.5% |
| MEDICARE PART B           | 1.7%  |
| THIRD PARTY INSURANCE     | 1.0%  |
| MISCELLANEOUS INCOME      | .4%   |

2006

### A. Operating Costs by Funding Source

|  |               |        |
|--|---------------|--------|
| State's share                                  | \$ 15,446,049 | 23.8%  |
| Medicaid                                       | \$ 24,878,780 | 38.3%  |
| Resident's Participation & Net Carryforwards   | \$ 8,726,223  | 13.5%  |
| VA per diem, drug reimbursement & telemedicine | \$ 13,821,266 | 21.3%  |
| Medicare Part B                                | \$ 1,079,814  | 1.7%   |
| Third Party Insurance                          | \$ 666,978    | 1.0%   |
| Other revenues                                 | \$ 262,727    | 0.4%   |
| * Total Operating Costs                        | \$ 64,881,837 | 100.0% |

### B. Member Days

|                  |         |        |
|------------------|---------|--------|
| Veteran Days     | 224,047 | 87.7%  |
| Non-Veteran Days | 31,566  | 12.3%  |
| All Member Days  | 255,613 | 100.0% |

### C. Average state share for cost of care (all levels)

|          |
|----------|
| \$ 60.43 |
|----------|

**I**VH wishes to thank the Veterans Service Organizations and other community groups and individuals for their donated time, talents and funds.

**W**orking closely with the federal VA reduces costs to IVH. IVH is able to purchase products through the federal pricing contract. Occasionally, the VA provides equipment, such as wheelchairs and hearing aids, to IVH residents.

# Community Partnering

**L**ittle League Baseball: Residents can be found enjoying baseball games right on the IVH campus.

**F**ourth of July activities—this year's celebration was an outstanding success for our residents, staff, families, and community.

**I**VH staff and residents collect mittens and hats for the Salvation Army, who give them away to children and families in need.

## IVH Employee Blood Drives

IVH and ABM (contracted housekeeping) staff donate blood through the Blood Center of Central Iowa twice each year. Since 2000, these employees have donated over **900** pints of blood, and are proud of it.

## Emergency Food Box Donations

For the past 27 years, IVH residents and staff hold food and fund drives to assist the Marshall County Emergency Food Box. This year IVH efforts resulted in a monetary gift of \$2,151 and the collection of 298 food items.

## IVH Appreciation Week

Residents, families, and community members can be found enjoying the many events at IVH during the annual IVH Appreciation Week. Events include an antique tractor and small engine show, patriotic bingo, several music events, a farm animal show, an old-fashioned ice cream social, and pie auction.

## 4th Annual IVH Music Festival & Salute to Those Who Served

From the presentation of the colors until the last notes of "retreat" echoed over the crowd, the 2006 Don Laughlin Music Festival brought music, art and smiles to all who attended. A special thanks goes to all the staff, residents, volunteers, musicians, donors, and artists for all their work, because they made this year's event a huge success.

## Riding for Veterans

A team of 4 staff and friends headed out on the "Riding for Veterans" RAGBRAI team. Not only did they ride across Iowa, but also they visited veterans organizations, handed out brochures, and shared IVH information. This year a resident joined the riders for one day on a three-wheeled resident bike.

# Stop by for a Visit

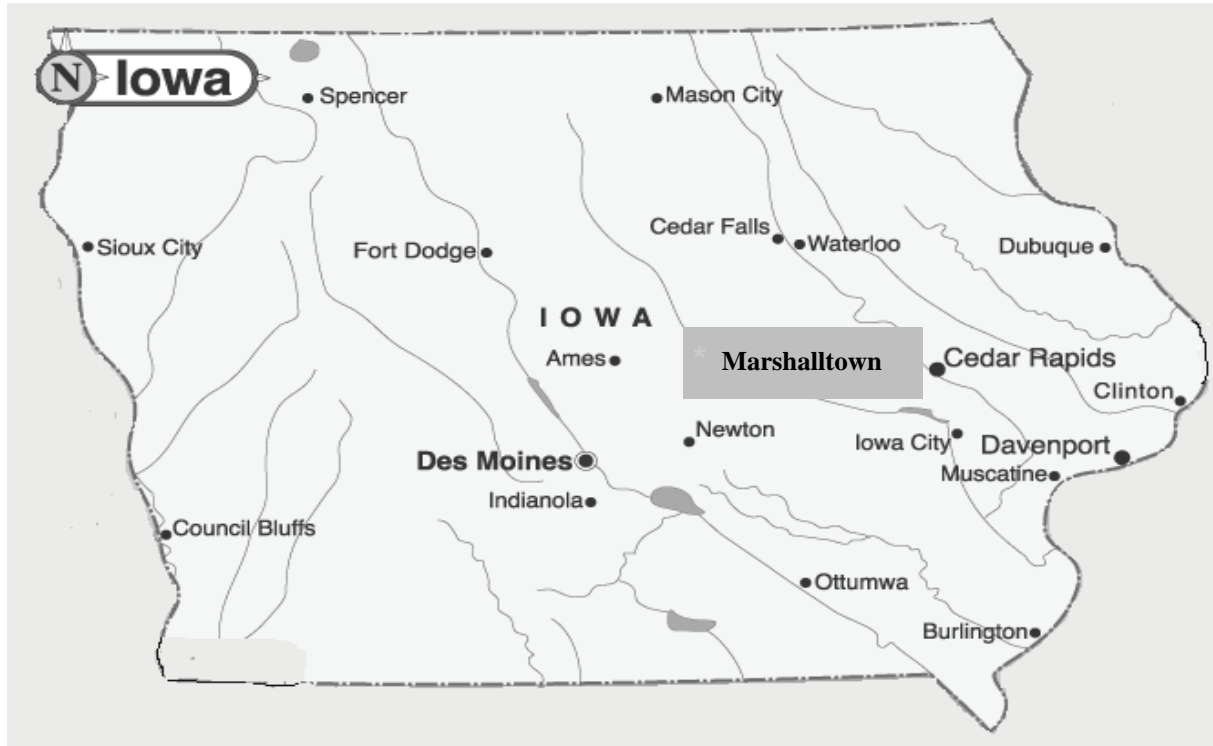
Please share our story with anyone who may benefit from our healthcare and other programs.

For more information about IVH or to request a visit, please contact us at 641-752-1501 (switchboard) or 641-753-4309 (Commandant's Office).

Visit us on the Web at: [www.iowaveteranshome.org](http://www.iowaveteranshome.org)

**P**lease stop by IVH for a tour if you would like to see the beautiful campus and facilities first-hand. To schedule a tour please call 641-752-1501 or 800-645-4591

**F**or genealogy requests please contact 641-753-4391 (Roxy West) or e-mail her at [roxana.west@ivh.state.ia.us](mailto:roxana.west@ivh.state.ia.us).







*Presented to you on behalf of the Iowa Veterans Home residents and staff  
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